



# **International Rescue Committee**

## **Request for Proposal (RFP)** **RFP: EA/001/2024**

### **Travel Management Services – East Africa:**

- Kenya
- Uganda
- Somalia
- Sudan
- South Sudan
- IRC Regional office EA (I-HUB)

Planned Timetable	
Issue Request for Proposal	22 June 2024
Suppliers return signed Intent to Bid forms due date	28 June 2024 (5pm East africa time)
Questions from Suppliers due date	5 July 2024 (5pm East africa time)
Answers to Suppliers questions due date	12 July 2024
Bid submission due date	19 July 2024 (5pm East africa time)
Bid Opening and Evaluation date	6 <sup>th</sup> August 2024
Supplier visit if applicable	TBC
Award of Business	31 August 2024
Contract start	1 <sup>st</sup> September 2024 (TBC)

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## **A. INTRODUCTION**

### **1. *The International Rescue committee***

The International Rescue Committee, hereinafter referred to as “the IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

### **2. *The Purpose of this Request for Proposal (RFP)***

It is the intent of this RFP to secure competitive proposals to select Supplier(s) for the International Rescue committee to provide Travel Management Services. **The scope of this RFP includes our East Africa country offices and programs including:**

- Kenya
- Uganda
- Somalia
- Sudan
- South Sudan
- IRC Regional office EA (I-HUB)

All qualified and interested Suppliers are invited to submit their proposals.

The winning Bidder(s) will enter into a fixed price Master Service Agreement (MSA) for two (2) years. Bidders shall be domiciled in and shall comply with all Government Regulations to operate in the countries where their offices are located and registered. Bidders shall be regular tax-payers and shall furnish a copy of their operating license/certificate of registration valid for the fiscal year 2023/2024. Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

### **3. *Cost of Bidding***

The Bidder shall be responsible for all costs associated with the preparation and submission of its bid, and IRC hereinafter referred to as “the Purchaser”, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## **B. THE BIDDING DOCUMENTS:**

### **4. *The Bidding Documents***

The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents prepared for the selection of qualified suppliers. Failure to furnish all information required as per the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in bid rejection.

*The Bidding documents shall include the following documents:*

- *The Request for Proposal – RFP (this document);*
- *The categories of goods and services*
- *Specifications of each item or Scope of Work attached.*
- *Price offering sheet (space provided on the list)*

## **5. Clarification of Bidding Documents**

A prospective Bidder requiring clarification of the Bidding Documents may notify the Purchaser in writing at [confirm.tenders@rescue.org](mailto:confirm.tenders@rescue.org). The request for clarification must reach the purchaser not later than 5th July 2024. The Purchaser shall respond by e-mail providing clarification on the bid documents no later than 12<sup>th</sup> July 2024. Written copies of the Purchaser's response (including an explanation of the query but without identifying the source of inquiry) shall be communicated to all prospective Bidders which express an intention to submit bids.

## **C. PREPARATION OF BIDS:**

### **6. Language of Bid**

The Bid and all related correspondence and documents exchanged between the Bidders and the Purchaser shall be written in English. Any printed literature furnished by the Bidder and written in another language shall be accompanied by an English translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the English version shall prevail.

### **7. Documents Comprising the Bid**

The submitted bid shall include the following information. Failure to provide all requested information or to comply with the specified formats may disqualify the Bidder from consideration.

<b>Company Profile</b> - including: 1) Available branches locally or in other countries, 2) Number of years of experience, 3) Number of travel experts specialized in air ticketing sales 4) Description of a service for the reservation/purchase of air transport tickets and other services for IRC employees for their business travel needs. 5) A detailed description of the Key Performance Indicators that you will use to report on performance and value. Please explain how you would monitor and report on all Key Performance Indicators (please refers to the statistical indicators listed in Annex 1)	<b>At time of bid submission</b>
<b>Request for Proposal – RFP</b> (this document); Signed and stamped	<b>At time of bid submission</b>

<b>Annex 1 - Scope of Services:</b> Signed and stamped -;	<b>At time of bid submission</b>
emailed to <a href="mailto:confirm.tenders@rescue.org">confirm.tenders@rescue.org</a>	<b>Required Immediately Required by 28<sup>th</sup> June</b>
<b>Annex 3 - Vendor Information Form;</b> Filled, signed and stamped	<b>At time of bid submission (banking information only needed if awarded.)</b>
<b>Annex 4 - IRC Conflict of Interest and Vendor Code of Conduct</b>	<b>If Awarded</b>
<b>Annex 5 – Financial offer ;</b> Filled, signed and stamped -;	<b>At time of bid submission</b>
<b>Annex 6 – Technical questionnaire;</b> Filled, signed and stamped	<b>At time of bid submission</b>
<b>Certificate of Business Registration</b> or Trading License in the countries their office(s) are located and registered	<b>At time of bid submission</b>
<b>Taxpayers documents</b> in the countries their office(s) are located and registered	<b>If Awarded Upon contract award</b>
<b>Copies of International Air Transportation Association</b> “IATA” accreditation certificate or similar any other certification from the travel and tourism authorities	<b>At time of bid submission</b>
<b>Three (3) References</b> from current or past clients (at least in the last one year) preferably UN and Non-Governmental Organization.	<b>At time of bid submission</b>

#### 8. **Bid Prices.**

The Bidder shall clearly indicate the unit price of the goods it proposes to supply. All unit prices shall be clearly indicated in the space provided in the price schedule, and all unit prices quoted in the RFP response shall be agreed to be in effect for a minimum of twenty-four (24) months beginning on the date when the contract is executed, with the exception of products or services which are subject to significant and unavoidable market forces which prevent this, in which case the Bidder shall describe and justify the driver(s) of potential price fluctuation during the first twelve (12) months of the agreement.

The Bidder shall sign the price schedule, and shall stamp the price schedule with the Bidding Company's seal where feasible.

Please see **Annex 1 – Scope of Services** for detailed instructions on our required pricing proposal.

#### 9. **Bid Currencies**

All financial rates and amounts entered in the Bid Form and Price Schedule and used in documents, correspondence, or operations pertaining to this tender shall be expressed in **USD (United States Dollars)**.

#### 10. **Document Establishing Goods Eligibility and Conformity to Bidding Documents**

Pursuant to Clause 8, the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the Bidding Documents of all goods and services, which the Bidder proposes to supply under the Contract.

The Documentary evidence of the goods' and services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

- A detailed description of the goods' essential technical and performance characteristics.
- A clause-by-clause commentary on the Purchaser's Technical Specifications demonstrating the goods' and services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

The Bidder may propose alternate standards, brand-names and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions are substantially equivalent or superior to those designated in the Technical Specifications.

#### **11. Bid Security**

For the Purpose of this Tender Process, Bid Security or Bond is not applicable

#### **12. Period of Validity of Bids**

Bids shall remain valid for 90 working days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

#### **13. Format and Signing**

The original bid shall be signed by the Bidder or by a person or persons authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the Bidder's company seal.

Interlineations, erasures, annotations, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

*Please note: A single bidder may not bid on the same tender via more than one company under his or her ownership. In addition, bidders having close relationships with other bidders (members of the same family, subsidiary, or daughter companies, etc.) may not bid on the same tender. This type of action, or any other action judged by the Purchaser to constitute collusive behavior, will lead to the bidder(s) being automatically eliminated from this tender and disqualified from participating in future IRC tenders. On the other hand, one bidder may submit more than one offer in response to the same tender only if the offers demonstrate clear differences in specifications, quality, lead time, and other characteristic of the goods and services offered.*

## **D. SUBMISSION OF BIDS**

### **14. Submission and Marking of Bids:**

Bidder shall submit electronic bids addressed to the [confirm.tenders@rescue.org](mailto:confirm.tenders@rescue.org). By 19<sup>th</sup> July 2024 5pm east africa time. Bids submitted after the deadline will not be accepted. The PURCHASER may, at its discretion, extend the deadline for the submission of bids, in which case all rights and obligations of the PURCHASER and Bidders, as documented in the RFP, will be applicable to the new deadline.

#### **Format**

The Bidder's proposal shall include a technical proposal and a financial proposal, in separate emails. The eligibility documents can be included in the technical proposal. The email name must contain the following:

- RFP reference number
- Technical or Financial Proposal
- Name of the company

### **15. Modification and Withdrawal of Bids**

The Bidder may modify or withdraw its Bid after submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Purchaser prior to the deadline prescribed for submission of Bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No Bid may be modified after the deadline for submission of bids.

## **E. BID OPENING AND EVALUATION**

### **16. Preliminary Examination**

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether bids are generally in order.

### **17. Evaluation and Comparison of Bids**

Bids determined to be substantially responsive as per section 7 above will be considered evaluated by the IRC Procurement Committee, with the below scoring criteria.



EVALUATION CRITERIA	Description	Weight (%)
Eligibility criteria	Refers to Bidder's ability to demonstrate that they have the documents as listed in clause 7. To proceed to full technical evaluation bidder must provide all the documents listed in clause 7 <ul style="list-style-type: none"> <li>- Company profile</li> <li>- Annexes 1,2,3,5,6</li> <li>- Certificate of Business Registration</li> <li>- Copies of International Air Transportation Association</li> <li>- 3 references</li> </ul>	YES or No
Financial proposal	Refers to the offer price, including taxes, duties Refer to Annex 5 The 45% is splitted in <ul style="list-style-type: none"> <li>- 20% simulation scenario</li> <li>- 25 unit cost</li> </ul>	45%
Payment terms	Refers to the Bidder's providing the most favorable terms of payment Refer to Annex 5	5%
Technical Proposal	Refers to the offered good or service relative to IRC's specifications or requirement or scope of service description Refer to Annex 6	30%
Supplier organization, experience and capacity is appropriate.	Refers to the Supplier's capability and experience to fulfill the IRC's requirement Refer to Company profile	20%
		<b>100%</b>

#### **18. Contacting the Purchaser**

Subject to Clause 5, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded, or the selected qualified supplier is announced.

#### **19. Notification of Award**

Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful bidder in writing or where necessary by telephone that his or her bid has been accepted and, selected for Master Purchase Agreement for the specific goods and/or services. At this stage IRC may also choose to negotiate with the selected bidder to finalize the offer.

## **F. CONTRACTING**

### **20. Contract award and notification**

The Purchaser shall award the Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined to be the best evaluated bid considering price and performance factors, provided further that the Bidder is determined to be qualified to enter into a Master Purchase Agreement and perform its obligations satisfactorily.

### **21. Disclaimer**

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser does not bind itself to accept the lowest or any proposal.

## **G. ETHICAL OPERATING STANDARDS**

### **1. Compliance to the IRC Way**

The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC’s combating Trafficking in Persons Policy, which can be found at: <https://rescue.app.box.com/s/h6dv915b72o1rnapxg3vczbqxjtboyel>. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does “not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.” IRC’s procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC’s operations.

IRC requests that a supplier

- (i) informs IRC upon becoming aware that the integrity of IRC’s business has been compromised during the RFP process, and
- (ii) Reports such events through IRC’s confidential hotline, Ethics point, which can be accessed at [www.ethicspoint.com](http://www.ethicspoint.com) or via toll-free (866) 654–6461 in the U.S., or collect (503) 352–8177 outside the U.S.

### **2. Bidder Non Collusion Statement**

IRC prohibits collusion and will disqualify all bids where collusion is detected. Collusion happens when related parties submit separate bids for the same tender. Collusion includes situations where:

- a) Members of the same family submit separate bids for the same tender
- b) Separate companies owned by the same person submit separate bids for the same tender
- c) Employees of a bidding company submitting separate bids through companies they own for the same tender
- d) Partners in a bidder submitting separate bids under their own names/ companies they own for the same tender

It is collusion for a person to be involved in more than companies/ businesses submitting a bid to the same tender. Collusion will lead to IRC disqualifying the involved Individuals or companies from that tender as well as disqualify them from submitting bids for future tenders. In addition, IRC may share information relating to this collusion with other international aid organizations operating in the region leading to loss of business opportunities for the colluders.